



# **Conflict Management Initiative Fact Sheet**

## **What is the Conflict Management Initiative?**

CMI is a comprehensive Agency-wide program designed to provide NASA managers, supervisors, and employees with effective tools to more strategically address workplace conflicts through early engagement in conflict resolution discussions.

CMI will encompass:

- Center-by-Center needs assessment of issues around workplace conflict and EEO Alternative Dispute Resolution (ADR) programs;
- Training for managers, supervisors, and employees to develop communication and conflict resolution skills; and
- Review of current Center and Agency EEO ADR Programs, to establish a consistent procedural and policy framework.

## **What are the Next Steps?**

- Pilot Program to be deployed in June 2007 at three NASA Centers: Glenn Research Center, Johnson Space Center, and Marshall Space Flight Center; and
- Projected expansion of the pilot Agency-wide beginning FY 2008.

## **What are the Expected Outcomes of CMI?**

- A new model for addressing workplace conflict, reducing use of formal processes, e.g., EEO;
- Development of communication and conflict resolution skills;
- Expanded use of resolution skills to prevent and manage conflict, with benefits beyond EEO;
- An improved environment in which employees feel they may safely raise concerns;
- More efficient use of human and financial resources;
- Strengthened partnerships among EEO, HR, legal and other stakeholders; and
- An institutionalized framework for conflict management that provides for consistent EEO ADR Agency and Center policy directives and procedures.